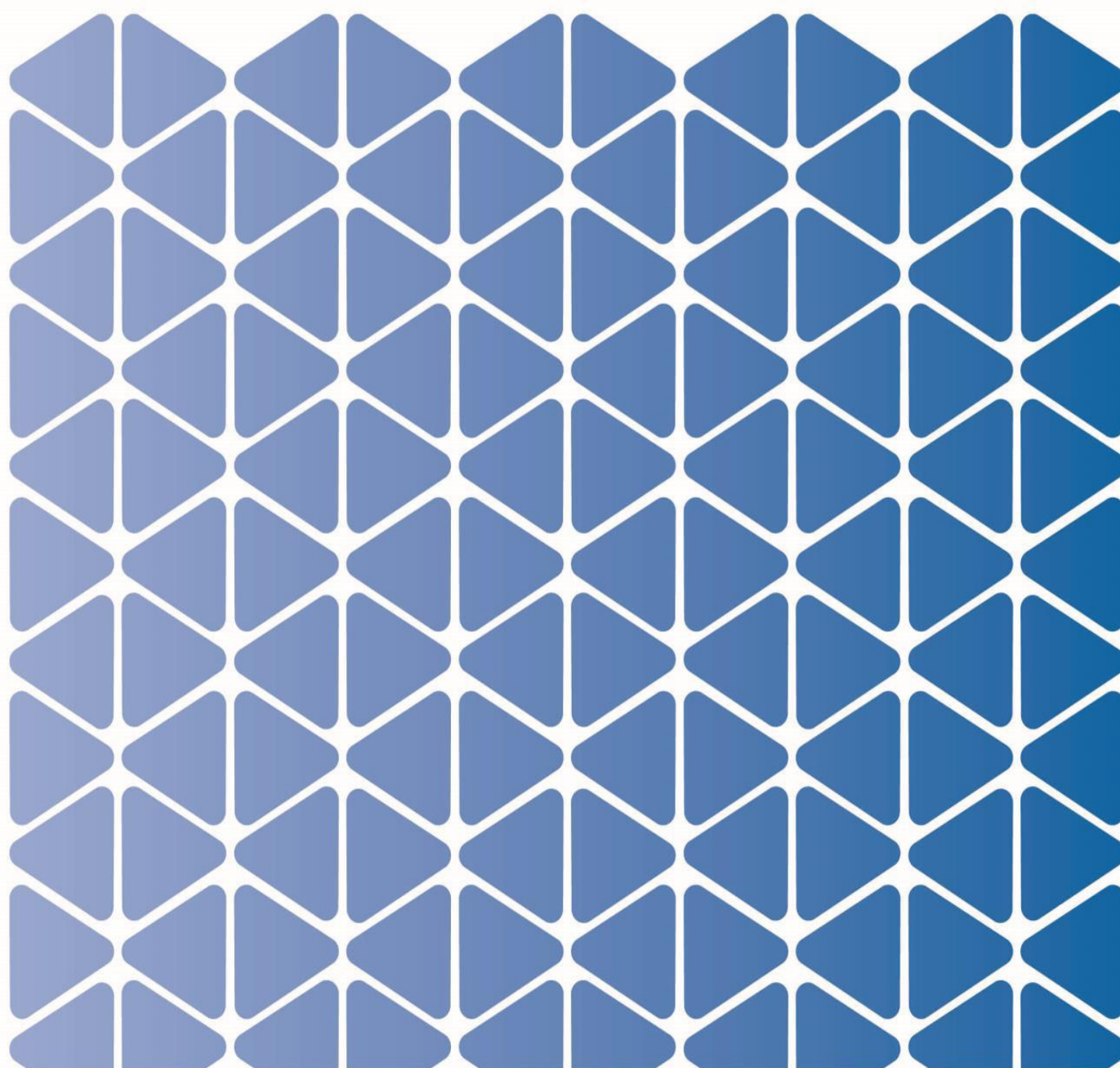


**PATIENT INFORMATION****TELE-DERMATOLOGY  
SERVICE**

**This leaflet gives information on our tele-dermatology service and what to expect.**

### **About Your Tele-Dermatology Appointment**

Your GP practice has identified a skin problem that needs to be checked further, as it may be a type of skin cancer and you have been referred for a Tele-dermatology appointment. The purpose of this appointment is to have clinical images of your skin taken and assessed by a Dermatology Specialist within 2 weeks. You should expect to receive a diagnosis within 28 days of your referral.

Tele-dermatology is a way of diagnosing and managing skin conditions using digital photographs. These images are securely shared with a Dermatology Specialist, who will review them alongside your medical information to make a diagnosis and recommend further tests or treatments or an onward referral to see a Dermatology Specialist in a clinic. The benefits of Tele-dermatology include:

#### **The benefits of tele-dermatology are:**

- You get expert advice quickly.
- You may not need to visit the hospital.
- If you do need more care, the doctors can send you to the right place and the right person faster.

### **Is tele-dermatology right for me?**

Tele-dermatology may not be suitable if you have:

- Three or more skin problems that need to be checked in person.
- Skin problems on private/ intimate areas, hands, feet, or nails.
- Skin problems covered by tattoos, scars, or hair.

If Tele-dermatology is not the best option for you, do not worry — you will be given an appointment to see a Dermatology Specialist in person within 2 weeks.

### **What happens next?**

#### **1. Receiving your appointment**

- Following the referral from your GP, you will be contacted by phone or post with an appointment.
- Please answer unknown numbers as it could be your appointment.
- You will be asked a series of questions about the skin lesion(s) to assist the Dermatology Specialist in making a clinical assessment.

***If you have not been contacted within 10 – 14 days, please contact your GP practice.***

## 2. Attending your appointment

- You will be seen by a trained photographer who will review the details of your referral and ask questions about the skin lesion(s) you have been referred for. They will have access to your GP referral letter for reference.
- You can bring someone with you if you would like to.

### What will happen?

A healthcare worker will explain what is going to happen and ask if it is okay with you (consent) and answer any questions you may have.

You will have the photos taken at a place near your doctor's Surgery. Usually, they will take four pictures, one showing where the spot is on your body, and one close-up with a ruler and two Dermoscopic images.

They will use a special tool called a dermatoscope, which is like a magnifying glass that helps them see your skin more clearly.

You may need to take off a small part of your clothing so the photos can be taken. If you would like someone else to be there with you while the photos are taken (called a chaperone), just tell your nurse or doctor.

## 3. Getting Your Results

- The photos and information about your skin will be sent safely and securely to a Dermatology Specialist.
- The Dermatology Specialist will confirm the outcome of your Teledermatology assessment by telephone or post and will notify your GP.
- The specialist may say that you do not need any more treatment, or they may ask you to attend in person so they can examine your skin.
- You will be given an appointment time and date.

### Is tele-dermatology safe?

Tele-dermatology means Dermatology Specialists can look at pictures of your skin to help find out what may be wrong. It is a safe and helpful way to check your skin lesion(s) – which can be any abnormal change in the skin, such as a mole, bump, sore, or rash, which is different from the surrounding skin in size, shape, or colour.

If the photos are not clear, you will be asked to come to the clinic so the Dermatology Specialist can see your skin in person.

If your skin changes or does not get better, tell your GP (family doctor). They can help you decide what to do next.

Explore Health changes at [www.CRUK.org/health](http://www.CRUK.org/health)

### **More Helpful Places to Look:**

- British Association of Dermatologists – Patient Hub
- NHS England – How to Take Good Skin Photos
- Cancer Research UK – Urgent Referrals
- Free Nurse Helpline: **0808 800 4040**

### **Consent and Data Protection**

The information and photos taken of you will be kept safely as part of your medical record. They will be stored and shared securely following NHS rules. You can learn more about how your information is kept safe on the NHS website:

#### **[Keeping data safe and benefitting the public - NHS England Digital](#)**

We need your written permission if your information or photos that show who you are, will be used for research, teaching, or publications.

If you have any questions, please ask your doctor (GP) or talk to the team where you will have your medical photos taken.

**If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.**

### **Patient Experience**

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

### **Feedback**

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

### **Patient Advice and Liaison Service (PALS)**

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

### **How to contact PALS:**

**Telephone Patient Services: 0300 123 1732 or via email at: [wah-tr.PALS@nhs.net](mailto:wah-tr.PALS@nhs.net)**

### **Opening times:**

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.